# PI - Initiating a Findings Letter

## Purpose:

When a review of medical records and/or information results in identified issues a findings letter is initiated. The Reviewer is responsible to initiate a findings letter; this procedure describes the basic instructions. (For additional detailed instructions on letter writing, refer to procedure, "Guidelines for Letter Writing" and "Directory of Codes and Issues."

## Identification of Roles:

IME Program Integrity (PI)–responsible for initiation of findings letters when appropriate.

## Performance Standards:

On average for all cases, complete reviews within 90 days when all documentation required necessary to perform the review has been obtained.

## Path of Business Procedure:

After a reevaluation is completed or if the provider has not been granted a reevaluation, a findings letter is required. A findings letter also is initiated when the provider has not submitted supplemental documentation. The Reviewer is responsible to initiate a findings letter. (For additional detailed instructions on letter writing, refer to procedure, "Guidelines for Letter Writing" and "Directory of Codes and Issues".

Step 1. Open the appropriate letter template on the PI drive.

a. Select P:PI/Templates and Forms/Approved Letter Templates/Findings Letter.

b. If there is no approved template appropriate for the project, contact the Supervisor.

Step 2. Create the document.

a. Click on **File**, then **Save as**, then **P:Drive**, then **Case Files**, then **Reviews in Process.**

b. Click on the folder with the Reviewer's name, then click on the folder identified with the corresponding provider name and Provider Reference (PR) number.

c. Save the document by the title of the type of letter.

Step 3. It is essential that each letter be initiated directly from the original template.

a. DO NOT initiate the first letter from the template and/or initiate subsequent letters from that letter. Initiate each letter from the original template.

Step 4. Complete necessary fields in the template.

a. Type in information, or copy and paste.

b. Insert an appropriate letter date.

1. Date should be at least 3 business days past the date the letter was initiated, or as instructed (confirm with Supervisor.)

Step 5. Obtain an "Outgoing Correspondence Tracking Log Number" from the Administrative Assistant.

a. Insert the log number in the form field in the upper right corner of the letter.

Step 6. Obtain certified mail paperwork from the Administrative Assistant.

a. Insert the certified letter number into the letter template.

b. Complete the address portion of the Certified Mail Receipt.

c. Retain the Certified Mail Receipt at the desk until mailing.

Step 7. Cut and Paste the Approved Codes and Issues from the Codes and Issues folder located at P:PI/Case Files/Reviews in Process/Reviewer Folder/Project Name file.

Step 8. Complete the final formatting of the body of the letter. Note: **NEVER** change the wording of the template or formatting of the letter template without specific direction from the Supervisor or Account Manager. If a change in the template has been approved revise the footer to reflect the provider number behind the form number. Enter the header.

a. Click on **View**, then **Header and Footer**, then on the icon for the header.

b. Highlight the text; enter the provider name, provider NPI number (if available), if there is no NPI number associated with the provider enter the legacy number (X003957483), and date. Text should be in italics and **NOT** bold.

Step 9. Delete any unused "**Issues"** headings in the text of the letter.

Step 10. Check spacing throughout letter (refer to procedure "Guidelines for Letter Writing").

a. Leave at least one line space between paragraphs.

b. If pages end with a heading, insert a page break so the heading begins at the top of the next page.

1. To insert a page break, hold down the **Ctrl** and **Enter** keys at the same time.

c. Avoid allowing signature lines to appear without introductory text on the final page. Adjust line spacing throughout, as needed.

Step 11. Check that page numbering is appropriate.

Step 12. Proofread the letter and enclosures thoroughly. Assess the overall appearance of the documents.

Step 13. Save the letter in the corresponding Reviewer's "Reviews in Process" folder.

Step 14. Refer to procedure for "Letter Routing to Providers" for additional instructions.

## Forms and Reports:
None

## RFP References:
6.1.2.2.6
6.1.3

## Interfaces:
Program Integrity Unit

## Attachments:

There are a large number of Findings letters that can be mailed from the PI Unit. The attached link is the path to all Findings letters.
I:\Operational Procedures\Program Integrity\Forms and Letters\Approved Letter Templates\Findings Letters